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The Hamilton Civic Hospitals

Volunteer Association Annual Report

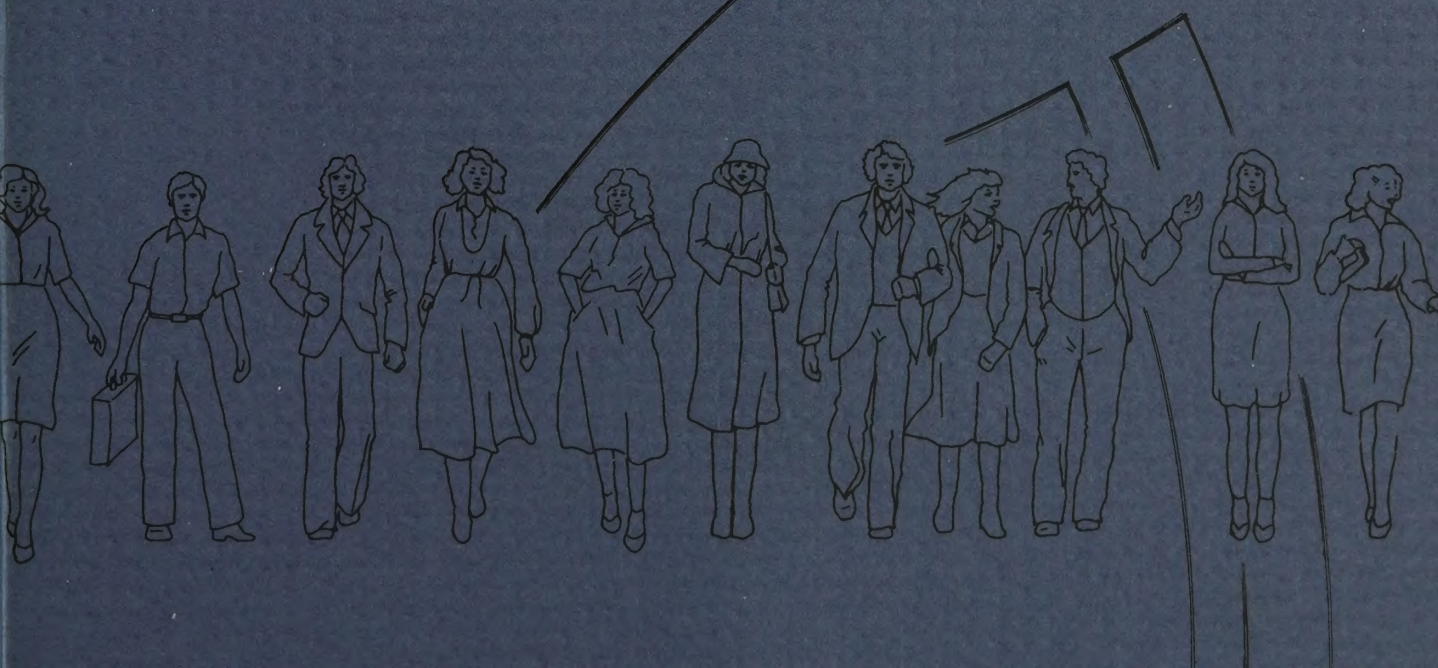
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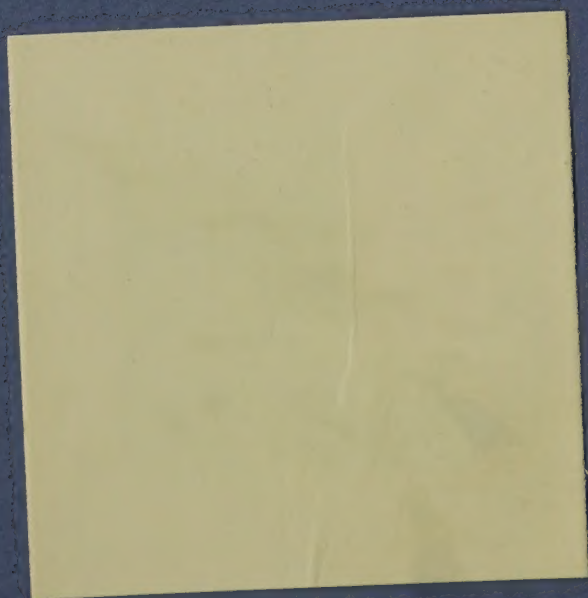
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GOVERNMENT DOCUMENTS



1987





Prayer For Hospital Auxiliaries

Almighty God and Heavenly Father of Mankind, bless we pray Thee, our endeavours in those hospitals in which we strive to bring comfort and hope to all who are in distress of mind or body.

Guide us so that we may use the privilege given us to help the aged, the ill and the very young — with generosity, with discretion and with gentleness.

Give us the strength to labour diligently, the courage to think and to speak with clarity and conviction but without prejudice or pride.

Grant us we beseech Thee both wisdom and humility in directing our united efforts to do for others only as Thou would have us do.

Amen.

PRESIDENTS

1921-22-23	Mrs. E.P. Coleman
1924-25-26	Mrs. R.R. Moodie
1927-28-29	Miss Agnes Climie
1930-31	Mrs. R.R. Palmer
1932-33	Mrs. P.B. MacFarlane
1934-35	Mrs. C.D. Hickey
1936-37	Mrs. Vernon Carey
1938-39	Mrs. R.F. Inch
1940-41	Mrs. E.V. Vallance
1942-43	Mrs. C.E. Burke
1944-45	Mrs. F.G. Fearman
1946-47-48	Mrs. F.J. Mills
1949-50-51	Mrs. W.S.T. Connell
1952-53-54	Mrs. C.G. Fraser
1955-56	Mrs. R.W. Cooper
1957-58-59	Miss Muriel Bostwick
1960-61	Mrs. R.A. Dolan
1962-63	Mrs. H.D. Robertson
1964 (March - Sept.)	Mrs. George Park
1964 (Sept. - Dec.)	Mrs. W.N. Paterson
1965-66	Mrs. W.N. Paterson
1967-68	Mrs. E.B. MacFarlane
1969-70	Mrs. R.B. Duff
1971-72	Mrs. H. Pearson
1973-74	Mrs. A.I. Gorman
1975-76	Mrs. J.L. Harbell
1977-78	Mrs. J.F. Lynch
1979-80	Mrs. W.C. Campbell
1981-82	Mrs. J.W. Charters
1983-84-85	Mrs. H.A. (Marie) Lemon
1985-86-87	Mrs. A (Beryl) Jones
1987-1988	Miss Mary Gibbon

BOARD OF DIRECTORS

1987 - 1988

Honorary President	Mrs. F. Mills
President	Miss Mary Gibbon
1st. Vice President	Mrs. W.E. Tugby
Recording Secretary	Mrs. C. Stott
Corresponding Secretary	Mrs. J. Smith
Finance Chairman	Mrs. D.J. Bocek
Assistant Finance Chairman	Miss Lois Powell
Treasurer	Miss V.A. Wallace
Special Events	Mrs. F. Mansbridge
Membership	Mrs. W.J. McCracken
News Bulletin	Mrs. M. Gilliland
Outservices & Community Services	Mrs. M. Raynor
Flower Chairman, Resigned 1988	Mrs. D. Blayone
Advisor Finance	Mrs. T.W. Armstrong
Advisor Personnel	Mrs. G. Kohler
Advisor Constitution & Board Manual, Resigned 1988 ..	Mrs. P. Shaw
Advisor General	Mrs. J.M. Ward
Past President, Resigned 1988	Mrs. A. Jones
Hamilton General Hospital	
Hospital Chairman	Mrs. W.C. Campbell
Snack Bar Chairman	Mrs. D. Wallace
Gift Shop Chairman	Mrs. A. Gorman
Henderson General Hospital	
Hospital Chairman	Mrs. W.R. McMillan
Snack Bar Chairman	Mrs. R. Marston
Gift Shop Chairman	Mrs. E.G. Belling
Maternity Shop Chairman	Mrs. J.M. Charters

PRESIDENT'S ANNUAL REPORT

It is good practice to measure the productivity of a year against the stated purpose of an organization. One of the purposes of the Hamilton Civic Hospitals Volunteer Organization is "to provide services in and for the Hamilton Civic Hospitals".

This, of course, is the core of our volunteer services. One of the privileges of being part of the Hamilton Civic Hospitals is to be a member of a team that is providing leadership in the medical scene. Professionals work increasingly with new technology that seems to the lay person to produce results that are beyond what could reasonably be hoped for.

At the same time this technology is complex and hard to understand. As technology increases and takes up more of professional time, so the need for the human touch increases. Many people feel anxious when undergoing a procedure that they do not fully understand. It is enormously reassuring for patients to have contact with volunteers who are lay people like themselves and who can understand that feeling of uncertainty. This giving of the human touch to patients by the volunteer was not new in 1987, but it was carried on daily throughout the year. The organizational purpose of "providing services" continued to be fulfilled faithfully.



The Honourable David Crombie, in a paper prepared for the Annual meeting of the H.A.A. said, "Volunteers are the glue that holds the community together. They are the unspoken contract that permits us to live together in a high density world".

As volunteers, we have made the conscious choice to help others, thereby enabling people to live more easily in the intensity of the hospital community. Whether you are a Senior or a Junior Volunteer or whether your work is done as a board member, thank you for your needed contribution in the past year.

A second purpose we can measure our year against is "to raise money for the purpose of the association". This we do daily, of course, through our gift shops and snack bars operated by our hard working staff.

One of the highlights in the financial area was the raffle of the mink coat to help us meet our million dollar pledge. Many thanks to the leadership of Mrs. Mona Tugby in this respect.

Another highlight in terms of finances was given as aid to the Hamilton Civic Hospitals' Foundation in the Christmas Fantasy. This required many additional volunteer hours from our organization, at a very busy time of the year, but also offered us the opportunity to work with volunteers from all over the city - a wonderful experience. Thank you, Mrs. Campbell, for your untiring work in this area.

Some of the work given to forward our purpose was of a more quiet nature. Because of the moves needed to accommodate the building of the new General Hospital, 1987 was not an easy year, but we were cheered by the hope of the new building.

Some of the board members spent hours working on both the board members' manual, and the consolidation of board policies. This was not high profile work, but nonetheless, very essential.

One of our major challenges in 1987 was the resignation of several board members during the year. Today, when everyone seems to be overcommitted, replacements have proven difficult to find. Special thanks go to those who have stepped forward to fill the gaps. We have especially missed Mrs. Beryl Jones, Past President, whose resignation was forced for health reasons, and we hope for her a better 1988.

While the highlights hide more than they reveal, no organization can carry on even for a day without the steady daily work of its members. In this regard, I would like to acknowledge with gratitude the leadership of Mrs. Rowell, Director of Volunteers of the Henderson and Mrs. Muirhead, Director of Volunteers, Hamilton General. It should be mentioned here that the talents of both Directors have been recognized outside the hospitals. Both serve on the executive of the Regional Association of Co-ordinators of Volunteers.

No yearly summary of our association would be complete without expressing our appreciation to Dr. Noonan and his staff for the continuation of a very cooperative relationship. We have sincerely appreciated the wise counsel given us by the staff.

This report has necessarily been brief. May I urge the reader to search out the details of the work in the reports that follow.

Mary Gibbon
President

HAMILTON CIVIC HOSPITALS EXECUTIVE DIRECTOR'S REPORT

Having reached that age of rumination where reviewing past events can afford one pleasure, I had it occur to me that until 1975 you were the "Women's Auxiliary. While I believe that "The Volunteer Association" is the more appropriate title, both Auxiliary and Volunteer are appropriate descriptors of your selfless efforts.



The word "auxiliary" is defined as offering or providing help. Clearly you both offer **and** provide help. The word "volunteer" is defined as offering or giving of one's own free will, and this too is appropriate to your role.

Your annual report is a remarkable summary of help offered and provided of your own free will, without which the hospital and the patients it serves would have been the poorer in substance and spirit.

Your President, Mary Gibbon, and Board have been both tireless contributors and delightful friends with whom to work, and your individual presence in the hospital providing helpful advice and support to anxious patients and friends is a blessing, be you auxiliaries or volunteers.

On behalf of the Hamilton Civic Hospitals, I extend to you our congratulations and most sincere thanks for another successful year of major achievement.

W.E. Noonan, M.D.
Executive Director
Hamilton Civic Hospitals

HAMILTON GENERAL HOSPITAL ADMINISTRATOR'S REPORT

Since last year our building project has moved right along. The first phase nears completion as 1987 fades into history. The vast cavernous areas inside the walls are divided into many small spaces--spaces you and I will recognize as corridors, patient's rooms, offices, laboratory areas, waiting rooms and much more.

We have completed our last full year in the old General. By the time 1988 ends, most departments will be relocated. All of us--employees, medical staff, patients, visitors and of course volunteers--will have found our way around what started out to be a strange complex of rooms and halls.

A few departments have had a jump on the major move. However, they will have to move again before they settle into their final new home. The Volunteer Association, as you know, is one of these. Your offices and change rooms etc. have moved from a rather central area to one hidden in the depths of the H.G.H.-McMaster Clinic building. Remote now, but as we move to the new edifice your new space, although in the same building, will become more central again.

The Hospital is very lucky to have dedicated volunteers such as you. I say this not only because of the tangible support you give, but also of the intangible. As I have said before, it is the volunteers who help keep the humane element in an atmosphere that can be super-charged with emotion and tension. For this, our staff and patients say **Thank You.**

The gifts you have given in 1987--both equipment and educational support--are listed elsewhere in the report.

E.G. Woodward, M.D.
Administrator

HENDERSON GENERAL HOSPITAL ADMINISTRATOR'S REPORT

Once again, in 1987, the Association's members and volunteers graciously donated their service and financial assistance to the Henderson General Hospital.

At the General Meeting in November 1987, the Henderson gratefully accepted a cheque for \$25,200. to cover the cost of two Borning-Genesis Birthing Beds. These two, in combination with the two received last year have helped the hospital to outfit the newly renovated Labour and Delivery Suite to state-of-the-art standards. The families which use the new labour/delivery/recovery rooms will benefit from the high quality maternity care which has always been a cornerstone of the Henderson.

As in past years, the Henderson again received contributions from the Association for staff development through the establishment of bursaries and education funds.

In addition to their financial support for equipment and education, the volunteers continued to contribute their quiet service to the ongoing programs. I recently learned that 9,000 floral arrangements were delivered to patients by volunteers during 1987. This is just one indication that their service does indeed "bring comfort to all who are in distress of mind or body". The patient telephone deliveries are continuing to grow because of increasing demand for this service and patients are greeted and guided by volunteers throughout the complex.

These are just some of the reasons why the Henderson is able to do that little bit extra for our patients, and so provide a level of care which would not be possible without the volunteers.

P. Johnson
Administrator



Annual Meeting - 1987 (l.to.r. Miss Mary Gibbon, Mrs. Beryl Jones)



General Meeting - Henderson
Mrs. J. Bocek presenting cheque to Dr. Woodward

FINANCE

1987 has been another successful year for the volunteers and staff of the Hamilton Civic Hospitals Volunteer Association.

The Association was able to transfer \$150,000.00 to the General Fund.

Henderson Gift Shop	41,500.00
Henderson Snack Bar	28,500.00
Henderson Maternity Shop	23,000.00
Hamilton General Gift Shop	43,000.00
Hamilton General Snack Bar	14,000.00

At the beginning of the year Henderson Hospital Volunteers received their new uniforms.

At the Henderson Hospital a safe was purchased for the Maternity Gift Shop and a cash register for the Snack Bar.

Master Charge and Visa are now being accepted in our gift shops.

Penner Studios are taking baby pictures six times a week and the commissions received into our General Fund from the sale of these pictures amounted to \$8,960.00.

Our telephone rental service made a profit of \$9237.44 this year.

Mrs. Evans and Miss Glover, our bookkeepers and Miss Wallace our Treasurer have been a great help to me. Also the assistant chairman of Finance Mrs. Furness who had to retire and the present assistant chairman of Finance, Miss Powell. I would like to thank them most sincerely.

Also my thanks to the Finance Committee and the shop chairmen for their support.

The dedicated work of our volunteers and staff has enabled us to provide needed financial support to our hospitals.

The summary for the Hospital Services for 1987 is

Hamilton General Hospital

Seven I.V.A.C. Pumps	\$26,950.00
Two Non-Invasive Blood Pressure Monitors for I.C.U.	9,400.00
One Hyperthermia Machine for I.C.U.	7,800.00
Two Electric Beds for In Patient Care	7,800.00
TOTAL	\$51,950.00

Henderson General Hospital

4 Borning Genesis Birthing Beds	50,200.00
Text-books for Hospital Library	6,250.00
TOTAL	\$56,450.00

Bursaries and Grants

~~\$1,000 in memory of Mrs. Victor Valance
\$1,000 in memory of Mrs. R.F. Inch to be used for inservices
Nursing Education (\$500 to each hospital)
\$1,000 in memory of Mrs. J.D. (Jean) Worrall
\$2,000 in memory of Mrs. P.B. Macfarlane
\$8,000 (\$4,000 to each hospital) for Short-Term Education
Courses for Non-Nursing Personnel~~

HAMILTON GENERAL HOSPITAL

DEPARTMENT OF NURSING

1. *"Managing Ambulatory Care Services"*, Toronto \$110.00
Elaine Cobb, Head Nurse, Short Stay Unit
2. *"Catch '87"*, Toronto 395.00
Heather Halpenny, Co-ordinator, Computer
Programs in Nursing, Nursing Administration
3. *"A.I.D.S. Conference"*, Ottawa 100.00
Joan Hamilton, Palliative Care Nurse Co-ordinator
4. *"1987 National Teaching Institute"*, New Orleans 360.00
Mary Catherine Fraser, Head Nurse, C.C.U.
5. *"Financial Analysis and Budgetary Control"*, Hamilton 330.00
Margaret Charters,
Assistant Administrator Nursing
and Patient Care Services,
Administration
Patricia Walsh, Assistant Director of Nursing,
Nursing Administration,
Donald Webb, Assistant Director of Nursing,
Nursing Administration
6. *"Nursing Diagnosis"*, Toronto 480.00
Donald Webb, Assistant Director of Nursing,
Nursing Administration
Verena Thornton, Head Nurse, Ward 35
Rose Geisler, Instructor, Emergency Department
7. *"5th Annual Symposium Society for Peripheral
Vascular Nursing"*, Toronto 340.00
Diane Kuwabara, C.V.T. Nurse Specialist,
Nursing Administration
Brenda McKenna, C.V.T. Nurse Specialist,
Nursing Administration
8. *"National Conference of Gerontological Nursing"*,
Halifax, Nova Scotia 175.00
Joan Hamilton, Palliative Care Nurse Co-ordinator
9. *"Day in Neuroscience Nursing I"*, Hamilton 40.00
Gina Pin, Registered General Staff Nurse, Ward 28

10. <i>"Neuro Oncology: Focus on Brain Tumours"</i> , Hamilton Johann Passaretti, Registered General Staff Nurse, Ward 33 Gail Dell, Registered Nursing Assistant, Ward 33 Laurie Tweedie, Registered General Staff Nurse, Ward 34 Deborah Grieve, Registered General Staff Nurse, Ward 34	160.00
11. <i>"The National Association of Orthopaedic Nurses 7th Annual Congress"</i> , Baltimore, Maryland Irene Cummings, Head Nurse, Ward 22	500.00
12. <i>"National Conference of Gerontological Nursing"</i> , Halifax, Nova Scotia Beverley Robertson, Assistant Director of Nursing, Nursing Administration	379.70
13. <i>"Facts and Fears Surrounding the A.I.D.S. Virus"</i> , Niagara Falls Elizabeth Palmer, Head Nurse, Ward 38	125.00
14. <i>"Bursary for further studies at McMaster University B.Sc.N. Programme"</i> , Hamilton Wendy Weber, Registered General Staff Nurse, Operating Room	500.00
TOTAL	<u>\$3,994.94</u>

HAMILTON GENERAL HOSPITAL

NON-NURSING SERVICES

1. Phillip Russell, maintenance supervisor &	410.00
2. David Heatlie, director of power & maintenance, attended a course on Maintenance of Electrical & Mechanical Apparatus 21-24 April, 1987, in Toronto	428.00
3. Dr. Nadia Plach, consultant palliative care, attended a Conference on Care of the Patient with Far-Advanced Cancer 5-10 April 1987 in London, England	800.00
4. Rose McShane, nutrition services food supervisor, attended a course in the evenings on Employee Relations	169.00
5. Janet O'Rourke nutrition services training and development officer, attended a Course on Teaching/Learning Techniques for the Information Age in Toronto 3-5 June 1987	650.00
6. Lloyd Koch, associate administrator, attended the Canadian College of Health Service Executives National Conference in St. John's Newfoundland	1,765.00
7. Theresa Zaffiro, physiotherapist, took a course on Adult Hemiplegia at St. Peter's Hospital 5-9 October 1987	380.00
8. Mary Helwig, physiotherapist, attended a Conference on Assessment & Biomechanical Diagnosis of Spinal & Peripheral Joints 14 & 28 September in Toronto	320.00
9. Laura Newkirk, x-ray technologist, attended a Seminar on the Doppler in Chicago, 25-28 October 1987	916.00
TOTAL	\$5,838.00

HENDERSON GENERAL HOSPITAL

DEPARTMENT OF NURSING

- | | |
|---|-----------|
| 1. <i>"Humanistic Care of the Aged"</i> , Hamilton,
Mrs. V. Cameron, Head Nurse, Rehabilitation
Mrs. S. Jenkins, Clinician, Rehabilitation
Mrs. I. Pergentile, Clinician, The Terrace | \$ 225.00 |
| 2. <i>"Defect State in Schizophrenia"</i> , Hamilton
Mrs. A. Skene, R.N., Ward 375 | 15.00 |
| 3. <i>"The Process of Patient Education"</i> , Toronto
Mrs. S. Jenkins, Clinician, Rehabilitation | 70.00 |
| 4. <i>"Directions '87 - Childbirth Education Workshop"</i> ,
Hamilton
Ms. E. Kenyon, R.N., Ward 4
Ms. E. Simms, R.N., Ward 4 | 100.00 |
| 5. <i>"Perinatal Workshop - Infection in the Perinatal Period"</i> ,
Hamilton
Ms. L. Wilkinson, R.N., Ward 4 | 50.00 |
| 6. <i>"Exploring New Horizons, 15th Regional Conference for
Operating Room Nurses"</i> , Toronto
Miss B. Stone, R.N.
Mrs. G. Mitchell, R.N.
Mrs. D. Bird, R.N.
Ms. P. Peters, R.N.
Miss J. Boyle, R.N.
All Operating Room | 200.00 |
| 7. <i>"Changing Behaviour - The Dynamics of Motivation and
Adherence in Diabetes"</i> , Toronto
Mrs. M. McInnes, Clinician, Diabetes | 50.00 |
| 8. <i>"A Workshop in Fetal Monitoring"</i> , Willowdale
Mrs. P. Allen, R.N., Ward 4
Mrs M. Noels, R.N., Ward 4 | 100.00 |
| 9. <i>"Continuing Medical Education" Membership, McMaster
University - Group Membership</i>
June 1987 to June 1988 | 305.00 |
| 10. <i>"A Review for the C.R.R.N. Examination: Applying the
Principles & Concepts of Rehabilitation Nursing"</i> , Chicago
Mrs. S. Jenkins, Clinician, Rehabilitation | 265.00 |

11.	<i>"The 1987 Annual Conference - The Canadian Society of Gastrointestinal Assistants"</i> , Toronto	225.00
	Mrs. J. Maraccio, R.N., Endoscopy Dept.	
	Mrs. S. Vickers, R.N., Endoscopy Dept.	
	Mrs. R. Gauthier, R.N., Endoscopy Dept.	
12.	<i>"Gerontological Nursing Research Day"</i> , Toronto	110.00
	Miss J. Lever, Clinician, The Terrace	
13.	<i>"22nd Day in Obstetrics and Gynecology"</i> , Hamilton,	300.00
	Ms. Christine Cordeiro, R.N., Ward 2	
	Mrs. Barbara Baragar, R.N., Ward 2	
	Mrs. T. Cooper, Head Nurse, Ward 10	
	Mrs. G. Zyba, R.N., Ward 10	
14.	BURSARIES:	
	Mrs. P. LeClaire, O.R. Technician	500.00
	Miss N. Ventresca, R.N.	500.00
	Ms. A. Diamond, R.N.	500.00
	Mrs. M. Arnold, R.N.	500.00
	TOTAL	4,015.00

HENDERSON GENERAL HOSPITAL NON-NURSING SERVICES

1.	Joan Golding, Social Services, Conference on Coping with the Death of a Baby.	55.00
2.	Fern James, Occupational Therapy, Conference on Rehabilitation.	325.00
3.	Michael Lepin & Jim Gerlach, Nuclear Medicine, Annual Meeting of Nuclear Medicine Society	195.00
4.	Dorothy Dolhanty, Occupational Therapy, Joint Mobilization Course.	370.00
5.	Pauline Adcock, Social Services, Conference of Stroke Rehabilitation.	135.00
6.	Colleen Lynas, Social Services, Palliative Care Conference.	250.00
7.	Gail Bukata, Nutrition Services, Management Seminar	95.00

8. Tripat Bratch, Social Services, Conference on Caring for the Aging	50.00
9. Deidre Morgan, Occupational Therapy, Computer Course	50.00
10. Dorothy Bennett, Occupational Therapy, Rheumatology Conference.	195.00
11. Vinod Jones, Donna Brown and Fred Kennedy, Radiology, Radiology Conference.	185.00
12. Gary Alward, Social Services, Psychiatric Conference.	85.00
13. Linda Crowder, Andrea Johnston and Cathy Diggon, Central Supply Room, C.S.R. Course	130.00
14. Sonia Moroz, Medical Diagnostic Unit, Cardiopulmonary Technicians' Seminar	400.00
15. Stuart Fedak, Pharmacy, Computer Course.	70.00
16. Nadine Kolody, Nutrition Services, Symposium on Nutritional Problems in the Elderly.	75.00
17. Brenda Rafter-Tagler, Laboratory, Seminar on Hazardous Materials in the Workplace.	200.00
TOTAL	\$ 2865.00

TOTAL MONEY DONATED TO HAMILTON CIVIC HOSPITALS IN 1987

Bursaries and Grants	\$13,000.00
Out-patients Cash Transfer	7,833.48
Out-patients Social Services	1,140.33
Hospital Services	109,700.00
TOTAL	\$131,673.81

Joanne Bocek
Chairman of Finance

OUTSERVICES/COMMUNITY SERVICES

I am pleased to report that knitted articles have been selling well in all three Gift Shops. Hand knit baby outfits sell particularly well and account for a large percentage of sales. I would like to thank the Shop Managers for their assistance and co-operation.

The knitters are to be commended for making possible this financial contribution to the Gift Shops. Our Social Service Department has been provided with men's clothing as requested, to take care of the needs of some patients.

Margaret Raynor
Chairman

CORRESPONDING SECRETARY'S REPORT

It is my pleasure to again present an Annual Report.

Cards of sympathy, get well, wedding, congratulatory, birthday and Christmas were sent to all, as requested by Mrs. Rowell and Mrs. Muirhead.

Invitations to our General Meeting and Annual Meeting were mailed to all members.

Various other letters were written as required.

The Archives is as up to date as possible. Due to the building expansion the Archives were packed away. As soon as we are re-located in new quarters, the Archives will be brought up to date.

Many thanks to Mr. Fenton in the Printing Department also Mr. Cooke in the picture Department; also to the two Directors of Volunteers, Mrs. Rowell and Mrs. Muirhead.

Doris Smith (Mrs. J.I.)
Corresponding Secretary

REPORT ON MEMBERSHIP — 1987/88

On December 31, 1987, our membership records were tallied as follows:

29	Honorary Life
166	Complimentary
150	Regular
345	TOTAL

We are sorry to report that our membership was sadly diminished this year by the deaths of nine of our members: Mrs. Freda Adams; Mrs. Marion Embree; Miss E. Fearman; Mrs. Flora Frid; Mrs. W.A. Gilmour; Mrs. Blanche Healey; Mrs. Elsie Langley; Mr. Charles Langmead; and Mrs. Margaret Walsh. We extend our deepest sympathy to the families of these deceased members.

I would respectfully remind you that the five-dollar membership fee is due on the date of the Annual Meeting each year. In addition, we request that you notify us promptly of any changes of address and/or phone number.

Before concluding this report I would like to encourage you to publicize the work of this Association and would urge you to invite your friends to join.

Thank you for your support and co-operation.

Respectfully submitted
Shirley McCracken,
Chairman of Membership

NEWS BULLETIN

A newsletter was produced this year and mailed just before Christmas. Many thanks to the Printing Department and to the contributors for their part in the preparation of the bulletin.

Respectfully submitted,
M. Gilliland

EXECUTIVE COMMITTEE

The Executive Committee of the Hamilton Civic Hospitals Volunteer Association would like to say Thank you to all of the volunteers who contributed so much of their time in the selling of draw tickets on the Mink Coat, your efforts were very worhtwhile as the net amount realized was \$7,314.00.

Respectfully submitted,
Mona Tugby
1st Vice-President

NOMINATING COMMITTEE

As an interim Chairman this year I was fortunate to have the advice and co-operation of an excellent committee, Mrs. Falcon, Mrs. Gilliland, Mrs. McCracken and Mrs. Scales. We are grateful to the volunteers who have offered their services to the Board for the year 1988-89

Mrs. J. Cushenan
Chairman

SOCIAL CONVENOR

Junior Volunteers Award Night was held at the Henderson General Hospital, Wednesday, May 13th. An excellent Chinese dinner was served in the cafeteria by the dieticians and their staff. Certificates and pins were presented in the auditorium to the junior volunteers. Entertainment was provided following the ceremonies.

The General Meeting and luncheon was held Thursday, November 5th at the Henderson General Hospital. An excellent luncheon was arranged by Gail Bukata and the dietetic staff. Jordan Livingstone pulled the winning ticket for the fur coat raffle held in aid of the Hospital fund. The winner was Mrs. Gloria Nusca. Greetings were brought by various dignitaries and the meeting adjourned to the auditorium. Mr. Lloyd Koch, Associate Administrator of the General Hospital, showed slides and gave an interesting talk on his experiences in Africa.

Respectfully submitted,
Elsie Mansbridge

PUBLICITY — 1987

The year 1987 has come to a close, with good feelings of accomplishment — 1988 is before us presenting new challenges and the excitement in the further growth of our New Hospital.

Annual Meeting, March 5/87

The annual meeting was held at the Hamilton General Hospital with a record attendance.

The retiring Preseident, Mrs. B. Jones introduced incoming President Miss Mary Gibbon and presented her with the President's Pin and Gavel.

Guest speaker was Miss Mary L. Stewart, Consultant, Volunteer Services of Ontario Hospitals. Miss Stewart spoke on "Perspectives in Hospital Volunteering."

Junior Awards Night, May 13/87

The Junior Volunteers were honored at a dinner at the Henderson General Hospital. A smorgasbord dinner was served in the Chinese theme. The decorations were most attractive, giving the whole affair a gala aura.

Following the dinner the guests returned to the Auditorium where they were welcomed by Miss Mary Gibbon, President, Mayor Morrow, Ann Slote and Mr. Northcott, Chairman of the Board. Miss Gibbon presented certificates and pins to the Junior Volunteers. Hours contributed by the Junior Volunteers in 1987 totaled 12,205.

Representatives Teens chosen and sponsored by the H.C.H.V.A. to attend the Teen Program at the O.H.A. Convention, Saturday Nov 28/87 are:

Christien Wellman
Marion Iorno

Mishel Simon
Marie Lopez

General Meeting, Nov 5/87

The General Meeting was held at the Henderson General Hospital. Following a delicious luncheon, the draw for the Ranch Mink Coat by, Jordan Livingston Furs. The winning ticket was drawn by Mr. Jordan Livingston.

Later in the Auditorium Mr. Lloyd Koch, Administrator of Hamilton General Hospital, presented a most interesting and informative documentary with slide presentation "Providing Health Care in Africa".

The new media in the city of Hamilton, and surrounding areas have done a superb job of presenting Volunteering, with its multi facets to the public in general.

Sincere thanks to all who participated.

Marguerite Gilleland
Publicity

HAMILTON GENERAL HOSPITAL, CHAIRMAN

It is hard to believe that another year has slipped away, but Time waits for no Man.

At the present time, the Hospital Chairman Hamilton General Hospital wears three hats. That of Hospital Chairman, Hamilton General Hospital, Chairman Special Projects, and Liason Officer between the Redevelopment Co-ordinators and the Volunteer Association.

Redevelopment Programme, Hamilton General Hospital

In August, the first temporary moves re the Volunteer Association took place. The offices of the Director of Volunteers and her secretary, the office of the Bookeeper, and the change rooms for the Volunteers were moved to the third floor of the H.G.H. McMaster Building (the former Senior Nurses Residence).

Special Projects

During this past year, Special Projects were Fund Raising Endeavours. The projects included two(2) sales of cheese, sale of chocolates (Easter), draws(4), a Fashion Show, and a Bazaar as part of the Hamilton General Fall Fair.

In August 1987, a small committee was established to study the possibility of getting our members more involved with the activities of our Association, especially our efforts at Fund Raising. A letter was sent to each member outlining our plans for the remainder of 1987, and soliciting their ideas and support. The letters paid rich dividends. Particularly with a Group known as the Strathcona Gardens Craft Group, under the leadership of Marion Baird and Gwen Lee. Contributions of home baking, sewing, knitting, crocheting, etc., certainly helped to make our Bazaar the most successful one we have presented. One volunteer gentleman even quilted a quilt for a crib. To all of our volunteers, a very sincere "Thank You".

Fund Raising, by whatever means, must continue to be a major undertaking by our Association.

The Christmas Fantasy

Your Volunteer Association was invited to participate with the Hamilton Civic Hospitals Foundation in planning the Christmas Fantasy which was presented at the Convention Centre from December 3/87 through December 6/87. The writer of this report served as a member of the Steering Committee. What a challenge and what a learning experience. We are grateful to the members of our Association

who assisted at this gala event. Emerson once wrote that the Joy of seeing something well done was to be part of the doing. Your interest and assistance helped to make this event so successful.

The Snack Bar and the Gift Shop

We are indeed indebted to two excellent management personnel in our Shops. Mrs. Ronnie Legere, Snack Bar, and Mr. Mark Carwe, Gift Shop. Our thanks to each one of you.

Director of Volunteers

To Mrs. Muirhead, a sincere "Thank You" for meeting all the upsets and inconveniences of a temporary move. When all is completed, your new area will be well worth the wait.

From a personal standpoint, it has been a pleasure to serve my Alma Mater.

Isobel A. Campbell
Chairman



Mrs. Mona Tugby, Mr. J. Livingston
Draw for the Mink Coat, General Meeting, November, 1987

FLOWER CHAIRMAN

Since Mrs. Blayone's resignation, which was accepted with regret, Mrs. Norma Spence and myself have maintained a reasonably adequate supply of flower and candy arrangements which were sold in the Gift Shop.

Nancy Gorman

HAMILTON GENERAL HOSPITAL GIFT SHOP

Our warm and friendly shop personnel, staff and volunteers, have once more, concluded a successful year. Working with them has been very rewarding.

Together we anticipated the challenge of moving to a temporary location in 1988, and to preparation for the ultimate move when rehabilitation is complete.

Nancy Gorman
Shop Chairman

HAMILTON GENERAL HOSPITAL SNACK BAR

This has been a year of considerable challenge.

With help of a good staff we are working to overcome our problems.

Many thanks to our hard working staff.

Respectfully Submitted
Dorothy Wallace

HENDERSON GENERAL HOSPITAL

Volunteer Services at the Henderson General Hospital have continued in their usual, successful manner during this past year.

I wish to personally thank all of those, too numerous to name, who contributed to this success. Your generous support has been most appreciated.

Respectfully Submitted
Lorraine McMillan

HENDERSON GENERAL HOSPITAL SNACK BAR

The Snack Bar at Henderson has been a very busy place throughout the year.

We have more than met our Budget, which is very gratifying.

I wish to extend my sincere thanks to Mrs. Hunter our Manager and her Assistant Mrs. Murphy, also the Staff for their co-operation and loyalty.

My thanks also to the Henderson Administration Staff, the Maintenance and Housekeeping Staff and others for their assistance and help at all times.

Muriel Marston
Chairman

HENDERSON GENERAL HOSPITAL MATERNITY GIFT SHOP

Despite discontinuing the sale of Tobacco products, the shop continued its growth in earnings for the third straight year. Staffed entirely by members of the Senior and Junior Volunteers, and managed by the Director of Volunteers, Mrs. Aileen Rowell, the gross income again exceeded budget projections. My special thanks to all participating members, and my particular thanks to our knitters, and silk flower arrangers.

June Charters
Chairman

HENDERSON GENERAL HOSPITAL MAIN GIFT SHOP

This has been another successful year.

The flower cooler has been a success due to our new florist who took it over, they are pleasant, attentive and helpful.

All knitted goods sell well, especially slippers, socks and bed jackets. A craft group organized by Mrs. W.A. Smith, composed of present and former Board members, made gifts to sell in our shop for many years. At the present time we receive the left over wool from the knitters and Thelma Jones knits up dust mitts for us. We meet once a month in our homes to complete these.

It has been pleasant to work with Mrs. Pappin, and all our staff Senior and Junior Volunteers. I wish to say thank you all. You have made my job much easier.

Thelma G. Belling
Chairman



General Meeting - Henderson - November 1987

ANNUAL REPORT 1987

Directors of Volunteers: Mrs. Aileen Rowell
Mrs. Sandra Muirhead

In March 1987, the Canadian Council of Hospital Accreditation conducted a survey of the Hamilton Civic Hospitals. All areas of departmental management were examined. The accreditation team was pleased with the Quality Assurance program and department policies and procedures in place in the volunteers offices.

Education continues to be a primary focus. Early in the year, the Senior Volunteer manual was circulated to all adult volunteers providing and excellent review of the expectations and benefits of volunteering. The manual is also a part of the orientation package for prospective adult volunteers.

An audio visual slide program is now an intergral part of the teen volunteer orientation. This assures that the information covered in the interview and in the manual is consolidated using an entertaining and educational medium.

The redevelopment of the Hamilton General Hospital has progressed to a point where relocation has been made necessary. The Volunteer Office is now temporarily located in the McMaster Clinic building, third floor.

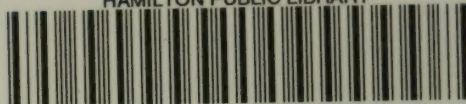
A certificate was presented to Mrs. Helen Sweeney at the Hamilton Volunteer Appreciation Week Ceremony recognizing her twenty years of service to Henderson General Hospital. All volunteer agencies and institutions are involved in this annual recognition event.

In line with our policy to provide teen with an opportunity to gain career experience and to facilitate education, the Volunteer Association sponsored four scholarships for Junior Volunteers now registered in university and college. In addition, four teenaged volunteers attended special programs at the Ontario Hospitals Convention.

A special thank you to the Board of the Volunteer Association for their financial support enabling our attendance at the Spring Conference of the Ontario Association of Directors of Health Care Volunteer Services. The workshops and seminars were both pertinent and valuable to our professional development.

Thank you to Miss Gibbon, the Executive and Board Members for your help and support.
Best wishes for another sucessful year.

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